



## MIOSHA Penalty Payment System

### Frequently Asked Questions & Troubleshooting

**1. What can I use this system to pay?**

*You can use the system to pay MIOSHA citation penalties that are considered final order of the board and are no longer under any stage of appeal.*

**2. How do I know if my citations are considered final and eligible to pay online?**

*Citations are considered final as follows:*

Scenario	Final As of
<i>You applied for and received approval of a Penalty Reduction Agreement (PRA).</i>	<i>The 15th <a href="#">working day</a> after you received the citation.</i>
<i>You received the citations and never filed an appeal of the citations with MIOSHA.</i>	<i>The 15th <a href="#">working day</a> after you received the citation.</i>
<i>You filed an appeal with the issuing division but did not appeal to the board.</i>	<i>The 15th <a href="#">working day</a> after you received the appeal decision letter.</i>
<i>You filed an appeal with the issuing division (1<sup>st</sup> appeal) and then filed an appeal with the board (2<sup>nd</sup> appeal); the board has issued a Notice of Final Order.</i>	<i>The day you receive a Notice of Final Order from the Board of Health and Safety Compliance and Appeals.</i>
<i>You filed an appeal of the board's decision in a state circuit court, and neither you nor MIOSHA elect to appeal again after the state circuit court issued the decision.</i>	<i>The day you receive the state circuit court's order that ends the case.</i>

**3. What credit card providers do you accept?**

*Mastercard, Visa, Discover, American Express, as well as debit cards.*

**4. Can I make a payment from an online banking account like Chime?**

*Yes.*

**5. Can I use a third-party payment transfer service like PayPal, Apple Pay, Samsung Pay, Google Pay to make my payment on the site?**

*No, the system is not currently able to accept payments through these services.*

**6. How will MIOSHA be notified of my payment?**

*MIOSHA staff will monitor the system daily to identify new payment transactions. If the agency's receipt of your payment is time-sensitive, such as with a Penalty Reduction Agreement (PRA), you may wish to contact the division that issued your citation and arrange to provide a copy of your successful transaction receipt from the payment system.*

**7. How quickly will the payment post to my credit card or banking account?**

*This will depend on the policies of your bank or credit card provider and can range from immediately to several days.*

**8. Is there a way to cancel my payment transaction if I made a mistake?**

*Yes, if you contact the division that issued the citation on the same day prior to the payment clearing your bank or credit card provider, MIOSHA can cancel the transaction and no funds will be withdrawn or charged to your account. If the payment has already cleared, MIOSHA will process the request to cancel the transaction as a refund.*

**9. I accidentally overpaid on the amount due, how do I get a refund?**

*Please contact the division that issued your citation(s) to request a refund.*

**10. How long does it take to get my refund?**

*This will vary based on the policies of your bank or credit card provider, but it may take up to 5-10 business days for the funds to be released to your account.*

**11. What form of payment will my refund come in?**

*Payments made by credit card will be refunded as a credit to the same credit card used to make the payment. Payments made by eCheck within the last 90 days will be refunded as a deposit to the original account used to make the payment. Refunds for eCheck payments made more than 90 days prior will be refunded via a paper check sent by mail.*

**12. I accidentally underpaid on the amount due, can I make another payment on the same inspection to fix this?**

*Yes.*

**13. I am on a scheduled payment plan with MIOSHA, how do I make recurring online payments?**

*The system is not currently able to accept post-dated or recurring scheduled payments. You will need to access the online payment system as each payment becomes due to make your scheduled payments.*

**14. How do I check the status of my online payment after I've submitted it?**

*You may contact the division that issued your citations to check on the status of your online payment, however, it is recommended that you wait at least 1 business day and check with your credit card provider or bank first to ensure the funds have cleared your account before contacting MIOSHA.*

**15. I have two inspections that I need to pay penalties for, can I make a single online payment for both?**

*No, to ensure proper crediting of your payment, payment for each inspection must be made separately.*

**System Troubleshooting**

**1. I clicked the link on the MIOSHA website, and it did not work. How else can I access the payment system?**

*You may want to try to access the payment site directly using this link:*

*<https://www.thepayplace.com/mi/leo/mioshapenaltypmt>. If this does not work, please contact the division that issued your citation or try the site later.*

**2. I entered my inspection number, and it did not recognize the inspection number. Why not?** *This is likely an indication that you may have mistyped the inspection number or that your citations are not yet considered final, and payment is not yet due. It is recommended you try to make your payment later. If the problem persists, contact MIOSHA to confirm your citation penalties are final and payment is due.*

**3. I entered my debit or credit card information, but it reported the payment as unsuccessful.**

*We recommend you contact your bank or credit card provider.*

**4. I entered my account information for my e-check, but it reported the payment as unsuccessful.**

*We recommend you contact your bank.*

**5. I entered my inspection number but the company name that it pulled up is not my company's name.**

*Contact the division that issued the citation to resolve this issue prior to making your payment.*

**6. I entered my inspection number, and it showed the right company name, but showed the wrong amount due.**

*Contact the division that issued the citation to resolve this issue prior to making your payment.*

- 7. I made an online payment, and it charged my account twice.**

*Contact the division that issued the citation to request a refund.*

- 8. I clicked the Next button to advance the screen and it didn't work.**

*We recommend you attempt to refresh your web browser.*